

1. The driving instructor teaching you to drive is self-employed and any agreement for driving lessons (or theory test or practical driving test) regarding payment, refunds, cancelling, scheduling and rearranging is between you and your individual driving instructor.
2. You must notify your driving instructor if you lose entitlement to drive. E.g. if you have your provisional driving licence revoked due to a motoring offence or for medical reasons.
3. If you cancel a driving lesson with less than 24 hours notice this leaves insufficient time for your driving instructor to find a replacement pupil to fill this cancelled lesson time. If you let your instructor down by cancelling a lesson with less than 24 hours notice there will be a £15.00 cancellation fee to pay in respect of this cancelled lesson.
4. If your driving instructor turns up for a pre-arranged lesson and you are not there as agreed you will be expected to pay the full lesson fee in compensation for this missed pre-arranged lesson.
5. If you are unfit to drive when your driving instructor arrives to take you for a lesson due to alcohol or drugs or fatigue (or any other issue) then your driving instructor will not conduct the lesson in the interest of road safety. In this situation you will have to pay the full lesson fee and forfeit the lesson.
6. If you suspend taking your pre-paid driving lessons for a period of 12 weeks or longer any remaining lessons will be forfeited after 12 weeks has elapsed. In other words, you'll lose these pre-paid lessons.
7. If you require a refund it is your driving instructor's responsibility to provide you with the refund. No refund will be considered for lessons after 12 weeks has passed from the date of purchasing the lessons.
8. You cannot sell or transfer lessons that you have purchased to any other person.
9. If you are not 'level 4' on every subject on the driving syllabus (*meaning you can drive safely, responsibly and independently all the time*) you will not be allowed to use your driving instructors car to take your driving test. In this case, your driving instructor will recommend you cancel your driving test and move it to a later date giving you more time to properly prepare for the driving test. Taking a driving test before you are properly prepared is a waste of time and money. It is also an embarrassing and demoralising experience. Be realistic about your own driving situation. If, as your driving test is nearing, your driving instructor is having to verbally or physically intervene to prevent you from crashing you are clearly not ready for your driving test. In this case you should put the date of your test back. To take a driving test if your instructor is still intervening and helping you would be ridiculous. To take a driving test you need to be driving safely, responsibly and independently all of the time. There is no point just 'giving it a go' to see what happens. Trust your driving instructors professional advice.
10. If you fail a driving test and then book another driving test you will not be allowed to use your driving instructors car to take your next driving test unless you maintain regular lessons between tests. If you do not maintain regular lessons your driving standard will deteriorate and you won't be properly prepared for your next attempt at the driving test. This applies even if you get practice in a private car outside your professional lessons. This is no substitute for professional lessons.
11. If you have driven previously, or have previously taken a driving test, or already have a driving test booked when you arrange driving lessons with us you must have a minimum of ten hours tuition with us prior to taking your driving test. If you don't have a minimum of ten hours driving tuition you will not be allowed to use our tuition vehicle for the purpose of your driving test.
12. In the interest of road safety we reserve the right to withdraw our cars for driving tests without prior notice should you prove to be unsafe and not up to test standard. In this case you will not be entitled to any refund on monies paid. For example, you would not be allowed to use your driving instructors car to take your driving test if on the hour before your driving test you are driving dangerously; or if your driving instructor is verbally or physically intervening to prevent you from crashing. Also, if your state of mind is such that road safety is compromised you will not be allowed to use your driving instructors car to take your driving test.